



**REQUEST FOR PROPOSALS
RFP0619 – 060111
ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS) &
IMPLEMENTATION SERVICES**

Proposal Release Date

May 16, 2011

Proposal Submittal Due Date

June 1, 2011

at 4:00PM Eastern Daylight Time

To:

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(On behalf of City of Nashua Purchasing Department)

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REQUEST FOR BIDS RFP0619 – 060111 ELECTRONIC DOCUMENT MANAGEMENT SOFTWARE

A INTRODUCTION

The City of Nashua invites proposals from **Lawson S3 certified partners** that possess outstanding qualifications, experience and knowledge to provide an Electronic Document Management System (EDMS) software solution that is fully integrated with Lawson S3, can be utilized and integrated into other Windows-based environments and applications, and related Implementation Services. The specific functional requirements and services requested in this Request for Proposal (RFP) are detailed in Section II, Scope of Work.

B OBJECTIVES

The City seeks to purchase and implement an EDMS that is fully integrated with Lawson S3, can help manage existing documents both internal and external to other applications, and that substantially meets the objectives outlined below, and in the Requirements Worksheets in Appendix A :

- Implementation of a commercial off the shelf (COTS) EDMS solution with out-of-the-box functionality which includes built-in integration with the Lawson S3 ERP application, and which embeds best business practices in the software.
- A commercial off the shelf (COTS) Document Management solution that provides comparable functionality and utility for document management needs in other client-server or web applications outside of the Lawson S3 ERP application, including desktop applications such as the MS-Office suite, without additional expense per application.
- A commercial off the shelf (COTS) Document Management solution that has been successfully implemented in at least 5 public sector Lawson S3 clients within the past three years, who are similar in size, requirements and complexity.
- Solutions that require no modification to base code, but are highly configurable by the implementer **and** by City staff (without additional cost) to meet the needs of the City.
- A web based architecture or client-server using a thin or smart client solution.
- A contract with the Document Management vendor as the prime contractor. If the vendor wishes to use an integration partner, the City would prefer that the partner be a subcontractor to the Document Management vendor. The City will reserve the right to accept or reject any proposed partners, while retaining the Document Management vendor's solution.
- The ability for the system to accommodate a variety of image sizes. For example, Planning, Building Safety, Fire, Engineering, etc. may all have the need to store plans, which may be as large as 24" x 36". Access to the off-site copy of these plans is difficult, even though they are required in the event of an emergency.
- The ability for the system to accept documents from any source in any format. It should allow for indexing from any source, whether it is a scanner, copier, multi-function printer, e-mail or a file on the network.

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- The ability to store a large volume of documents, including historical documents.
- The ability to organize and index documents and to group documents to allow for rapid retrieval of a group of documents at the same time. For example, by common subject matters such as groups, property development, etc. The system should also allow users to pull documents by type of file, date created, etc.
- The need to categorize documents to provide sorting capabilities so documents with related content can be found using a search mechanism (i.e.: searchable metadata describing the document)
- The ability to easily use and access the system through a simple, user-friendly interface.
- The ability to track document locations in digital (including scanned documents, database files and emails) or physical (for example, with bar coding or microfiche) state
- The ability to control access to documents through security/integrity and authentication.
- The ability to setup user defined workflow rules that dictate the flow of documents through the organization based on business processes.
- The ability to link documents (such as building blue prints), to the City's ESRI GIS System. Ideally, all documents and activities associated with a property should be searchable electronically.
- The ability to support HIPAA compliance to meet the needs of departments that are involved with the public.
- The ability to establish consistent document naming convention throughout the City.
- The ability to maintain retention schedules and to archive and purge documents based on the schedules.

This procurement will be governed by the following directives, and such terms as outlined in Section III RFP Guidelines and Schedule:

- Decisions related to project activities and system implementation shall be developed for the betterment of the entire City.
- The new document management system is to be used by all City departments, including Police, Fire, Library and Schools. For this reason, all departments' needs shall be given adequate consideration in the development of project policies and activities. Stakeholder input from departments will be sought throughout the project.
- Proposals submitted in response to this RFP, including the vendor's responses to the Requirements matrices, will be included as part of the final contract terms for the selected vendor(s).
- The City assumes no liability for the payment of costs and expenses incurred by any vendor in responding to this RFP. All proposals become the sole property of the City. This RFP is not a contract and alone shall not be interpreted as such but rather serves as an instrument through which proposals are solicited.

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SECTION I – BACKGROUND AND GENERAL INFORMATION

A. Organization Overview

Located 45 minutes from Boston on Route 3, The City of Nashua, New Hampshire (called the “Gate City”) covers 32 square miles in Hillsborough County and along the Merrimack River in southern New Hampshire and is the second largest city in New Hampshire and is the center of a diverse and dynamic city with a population of about 90,000, with an operating budget of approximately \$250M. The City is governed by an elected Mayor and an elected Board of Aldermen. The Board of Aldermen is the governing body of the City of Nashua and as such is the policy-making entity of the City, except where otherwise expressed in the City Charter. The Board of Aldermen consists of nine (9) ward aldermen elected for a term of two years at every municipal election and six (6) at-large aldermen elected for a term of four years.

The Board of Education is the governing body for the City’s dependent school district of 13,000 students, with the Board of Aldermen approving the annual budgets.

A copy of the latest Annual Report from the City can be downloaded from <http://www.nashuanh.gov/budgets>.

B. Project Background

The City does not currently have an EDMS system to manage the current 7 million documents that are currently maintained in various storage locations throughout the City.

Over the past 28 years, the City of Nashua has created and maintained a custom municipal software suite developed in-house in a 3GL database application from ADMINS, Inc. of Cambridge, Massachusetts, platformed on the OpenVMS operating system. Initial development was deployed on a VAX system and has evolved to currently being hosted on clustered HP servers running OpenVMS 7.2 Operating System for Alpha. There are approximately 225 individual user accounts in the system.

Consultants assisted the City in developing needs assessments and to gather functional requirements for the software selection to develop a concise RFP that would enable vendors to thoroughly comprehend the needs of the City and elicit the most accurate information from vendors that would allow the City to evaluate the vendor’s software against its documented requirements.

In 2009, the City issued a Request for Proposal (RFP) for an ERP System, and in 2010 the City contracted with Lawson Software to purchase the Lawson S3 ERP application, and for Velocity Technology Solutions to implement the system.

In 2011 the City contracted with MHC Software, Inc. to purchase the Document Express (ERP forms) application and related components, however the City elected to issue an RFP for the Document Management and related components.

Throughout the NGIN (ERP) planning process, the City has recognized the need for an EDMS to be a part of the organization’s overall IT infrastructure improvement. In

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order to address this need, the IT Department conducted preliminary interviews with a number of City Departments to brainstorm preliminary requirements for the EDMS system. During this process, it became apparent that many departments view this need as critical. Not only is a centralized storage required, but there is also a need for standardization of forms, processes and common workflows, both within an ERP system, and for other technology applications.

C ERP Transactional Statistics

The following staffing and transactional volume statistics have been collected by the City's IT Department as part of the ERP system bid process, and are provided here to provide some indication of scope of EDMS utilization within the planned Lawson S3 implementation.

Financial:		Payroll/Human Resources:	
Category	Value	Category	Value
Full-time users*	225	Number of full and part time employees	3500
Concurrent licenses	104	Number of payroll checks processed per year	130,000
Number of actively used funds	440	Number of PAF's processed each year	7,000
Number of legal entities	1	Number of pay codes	220
Number of actively used budget cost centers – annual operating	150	Number of deduction codes	280
Number of actively used budget cost centers – multi-year projects	290	Number of job rate classes	800
Number of asset, liability and equity accounts	1,943	Number of job applications received per year	5,000
Number of revenue accounts	1,273	Number of Evaluation Cycles	12
Number of transfer accounts	100	Number of Training Classes offered per year	>1,000
Number of recurring journal vouchers (daily, weekly and most monthly) Note* 135,657 lines	1,394		
Number of A/P checks processed per year	21,500		
Number of purchase orders created per year	7,389		
Number of fixed assets	1,472		
Number of grants <u>received</u>	250		
Number of vendors	46,000		

D Technology Standards

The Information Technology Infrastructure team provides data and voice services to all City Offices. The data communication infrastructure (hereinafter referred to as the network) consists of 35 Virtual LANs servicing approximately 50 major locations throughout the City including approximately 30 City managed locations, 18 school locations, a police station, and a library. Most of the City's mission critical mini-

computers and servers are located in the City Hall Building, hereafter referred to as the Data Center at 229 Main Street, Nashua.

ERP Hosted Systems: The City has a 3 year contract with Affiliated Computer Services (ACS a division of Xerox), to host the City's Lawson S3 implementation offsite at a Tier 2 facility. In addition to the Lawson S3 application, ACS hosts the BSI Tax application, and the MHC forms components.

The City has a VPN connection to the ACS hosted systems, and utilizes that connection as well for database access and reporting locally. The City would prefer to install and maintain the EDMS system within the City's Data Center, rather than requiring an additional hosting expense.

Data Center: The City's 50 major locations all have 10/100 Mbps internal Ethernet LANs. The Riverside location is connected to the Data Center at City Hall via dedicated fiber connections, running at 2 Gbps. Other major locations are connected via dedicated fiber connections, running at 1 Gbps. The City maintains some limited leased-lines at select locations, and some of those connections will be migrated to the City fiber plant within the context of this project. The City's high-level WAN diagram is provided in a separate file due to its size.

The Riverside location is the designated off-site backup facility for the City, which is located approximately 3 miles from the Data Center at City Hall. Critical databases are replicated from the Data Center at City Hall to the Riverside location on a nightly basis. If the City elects to purchase, install, and maintain all equipment and hardware related to this project onsite, it will consider utilizing the Riverside location as a designated disaster recovery site.

The City has standardized its network hardware (i.e.: switches, concentrators, and routers) using Cisco products. In general, the LAN networking speed is sufficient for the City's computing needs. However, the City has identified a few remote connections that may need improvements depending on the ERP solution bandwidth requirement, and may include bandwidth improvement initiative as part of this project.

Servers, desktops, LAN/WAN, and telecommunication equipment are located at other satellite locations. At its core, the City's computing and telecommunication network is comprised of the following:

- 3 Alpha Servers running OpenVMS 7.2
- Approximately 40 Intel-based physical servers running Microsoft Windows Servers 2003, 4 of servers are on the VMWare hosting 40 production virtual machines
- 450+ Intel-based workstations running Microsoft Windows XP Operating System
- Cisco Routers
- VMware
- 6 two-terabyte multi-node iSCSI SANs
- Microsoft PPTP VPN solution for external connections, and Citrix XPA VPN solution for internal connections
- 35 VLANs

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- 50 remote sites
- TCP/IP Protocol

The most important City standards are the database platforms, operating system platforms, servers, desktops, notebook computers, and core network infrastructure hardware. Together, these elements form the foundation of the City's computing infrastructure upon which the majority of the City's business systems are constructed and deployed. The strategy to maintain this foundation represents a balanced approach that allows for flexibility and variation in Information Services solutions while allowing the City to maintain a manageable set of core technologies and the skills required to support them.

Since the City anticipates installing and maintaining the EDMS within our own Data Center, the City prefers that any future systems under consideration should be compatible with the following standards (or foreseeable upgraded standards), *unless the vendor can justify a deviation from the City's IT standards due to functional, security or other technical limitations.*

City of Nashua IT Standards	
Server Operation Systems	Microsoft Windows 2003
Desktop, Workstation, Notebook Operation Systems	Microsoft Windows XP Professional
Server-Class Computer	HP Proliant Servers
Desktop, Workstation, Notebook Hardware	Dell
Network Infrastructure Hardware	Cisco
Network Printer	HP or Xerox
Server Backup software	Backup Exec 12, vRanger Pro for virtualized environment
Server Backup Hardware	LT03 Autoloader
Office Applications	Microsoft Office 2002, may upgrade to Office 2007 or OpenOffice in year 2010
Email Server	Microsoft Exchange Server 2003
Email Client Software	Microsoft Outlook 2003
Web Browser	Microsoft Internet Explorer 7.0, Mozilla Firefox 3.x
PDF Reader	Adobe Reader 8.X
IT Development Tools	Microsoft .NET Visual Studio, Java Script
IT Reporting Tools	Crystal Reports, Microsoft SQL Server Reporting Services
End User Reporting Tools	Crystal Reports
ET&L	Microsoft SQL Server Integration Services, Microsoft SQL Server DTS packages
Database	Microsoft SQL Server 2005

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Network Protocols	TCP/IP
Security/Spam	Websense, Vansoft
Workstation Virus Scanning Software	Symantec
Web Server & CMS	Internet Information Server, DotNetNuke
GIS	ESRI ARCView, ESRI ARCInfo

E Project Timeline

In order to develop a realistic phasing and timeline of activities, it is imperative for the City and the software vendor to factor the level of complexity, resource constraints and funding considerations. For planning purposes, the selection of an EDMS application, contract & purchasing, and Phase 1 implementation must be complete before September 5, 2011.

Phase 1 will constitute the complete implementation of the EDMS within the Lawson S3 application, including all configuration, testing, and acceptance. Phase 2 will constitute the implementation of the EDMS in the non-Lawson environments and applications, and will follow Phase 1.

Due to the tight deadlines of Phase 1, bidders should plan for adequate necessary vendor/subcontractor staffing to meet this deadline when developing their proposal.

SECTION II – SCOPE OF WORK

A. City of Nashua Requirements

The City of Nashua intends to acquire and implement a EDMS that will meet present and future needs. The selected vendor(s) will implement a system that is based on proven solutions that use current technologies. The software vendor's solution must specify all required hardware, software and professional services.

The EDMS vendor's solution must substantially meet the requirements that the City has outlined in the requirements worksheet that is incorporated into this RFP.

B. Project Management Services

The vendor shall assign a Project Manager dedicated and available for the entire duration of the project. This Project Manager may only be replaced upon approval by the City of Nashua. Vendor and City will negotiate the onsite commitment in hours of this Project Manager as part of the scope of the Agreement. The City project management team will work with the vendor's Project Manager(s) to coordinate all project activities. All communications between the City, the vendor and the City's Project Management shall be coordinated through their respective Project Managers.

At a minimum, the vendor's Project Manager shall be responsible for the following:

- Managing the day-to-day activities of City & vendor staff or subcontractors required to successfully implement the vendor's solution
- Providing periodic updates to the Project Work Plan and Schedule. Minor changes to the plan are subject to approval by the City's Project Management. Major changes must be approved in a written change order to the Contract
- Developing a Project Staffing Plan that includes vendor and City staffing, level of participation in the project, and timing on when the staff members need to be available to work on the project. The City requires the vendor to staff the project with seasoned professionals with relevant public sector experience
- Submitting weekly Status Reports, which will be incorporated into the City's Project Management status report prepared by the City's PM
- Taking part in status and communication meetings
- Working with the City's Project Management to prepare agendas for project status meetings that highlight plans and major issues
- Leading the combined project team to identify, manage, and address issues that arise throughout the course of the implementation
- Communicating and coordinating the activities of the vendor's staff
- Working with the City's Project Management to ensure that the project stays on-track and within the established budget
- Assist the City's Project Management in maintaining the updating the Risk Management Plan throughout the entire life cycle of the project
- Utilizing the City's Project Scope Change procedures to include:
 - ✓ Change Request Recording
 - ✓ Change Request Evaluation
 - ✓ Assessment of impact of the change to the project
 - ✓ Change Request acceptance procedures
 - ✓ Integration of the changes into the implementation
 - ✓ Documentation of the changes

C. Planning

The vendor shall work with the City staff and will be responsible for planning and executing all phases of the system life cycle. This includes, but is not limited to Planning, Analysis, Design, System Implementation, Data Conversion, Interface Implementation, Testing, Training, and System and Program Documentation.

As part of planning, the vendor shall include an Implementation Plan that includes the implementation strategy, cultural change management, and the strategy for transitioning from existing legacy procedures and the impact of that on City operations as legacy procedures are phased out.

D. Implementation Plan

The City of Nashua requires that each vendor prepare a detailed Implementation Plan outlining the required tasks, estimated hours, responsibility, major deliverables, and timing. At a minimum, the RFP response will cover the following areas:

- Implementation approach
- Environment installation, including supporting software (OS, DBMS, etc.) and hardware platform installation and configuration. The vendor shall be responsible for assisting the City with configuring all the required

environments, including testing, training, and production; plus assisting in application installation for the City's disaster recovery environment.

- Installation of proposed application solution in a test, training, production, and disaster recovery environment
- Application set-up (tailoring, configuration, end-user set up)
- Workflow design and configuration
- Application-level security design and configuration
- Design and development of customized reports
- Backup and recovery

Each implementation task should define the level of resources required, timing of resource needs and deliverables for both the system provider and the City.

E. Data / System Interface Plan

It is the City's objective to design and implement interfaces which will enable the City to take advantage of improved processing and technology wherever possible. To this end, the vendor shall include an Interfaces Plan that describes the vendor's methodology and implementation approach to address interfacing with existing and legacy applications that run under the technology platforms and applications outlined in Section 1 D "Technology Standards" above.

F. Test Plan

- Testing – The vendor shall include a Test Plan covering: unit, system, performance under normal and volume/stress conditions, fail-over, and security. The test plan shall describe the proposed approach taken with each stage of the test, the processes involved, plan to address issues encountered, testing tools utilized, acceptance criteria, and sign-off procedures.
- User Acceptance – The vendor shall include a User Acceptance Test Plan, test data, sample test scripts, plan for maintaining test data, and methods to track reports and fixes for system malfunctions.
- Final Acceptance – The vendor shall include a Final Acceptance Test Plan, test data, sample test scripts, and methods to track and ensure all detailed requirements of the program are tested and approved by the City.

G. Training Plan

The vendor will be responsible for training Nashua's core team consisting of IT personnel and subject matter experts (SMEs). This core training is required to allow Nashua's project team to understand system capabilities before set-up and configuration activities begin. This core team will be responsible for performing and documenting system testing, documenting business processes and procedures and for training end-users. In addition, the core team will collaborate with the Vendor's staff in developing the end-user training plan. Vendor's on-going training schedules, locations and costs should also be provided in the event that further training or customized training services are required in the future.

The vendor may use one or more of the following training methodologies:

- Instructor-led hands-on classroom training (on-site)
- Public classroom training (offsite)

As part of any resulting contract, the vendor shall provide copies of all training materials necessary for the vendor-conducted training. The City of Nashua retains the right to reproduce training materials for internal training, refresher courses or for sessions for new staff following implementation. On-going training schedules, locations and costs should be provided in the event that additional training is required in the future.

H. Documentation

Sample documentation does not need to be provided as part of the initial RFP proposal; however, **short-listed vendors** will be asked to provide, at minimum, the Table of Contents and sample chapters of key user documents, such as the Administrative and End-user manuals, systems and application diagrams, etc. Ultimately, the **selected vendor(s)** must provide complete printable documentation of the vendor's software suite.

The documentation shall include standard software materials as well as specific user documents. Database design documentation shall completely describe both the logical and physical structure of the system's database. The documentation shall define and describe the individual elements (files, tables and fields) and the relationships between them. This requirement is for a complete and thorough description of the physical and logical database schematic. This will permit City staff to develop and maintain interfaces between the Vendor's system database and other applications subsequent to project completion, and will facilitate the development of complex customized reports.

User documents are those that describe the Vendor's software from a system administrator and end-user's point of view. All primary users must be provided with printed and online user documentation that ideally includes both a User's Guide (tutorial format) and a Reference Guide. All future system updates and changes must be accounted for in revised pages for manuals. This must occur simultaneously with distribution of a software patch, system update or version release.

For the **selected vendor**, the City will require a copy of all vendor-supplied documentation in a file format compatible with commercially available Microsoft Windows software, such that it can be maintained, customized, and updated. Final documentation shall be easily reproducible by the City and the City shall be granted the rights to reproduce any document supplied under this contract for its own needs. In addition, the City requires a copy of the design and configuration materials that will be developed by the vendor during implementation that document all setup decisions and rules that were established for each module.

The selected vendor will be required to authorize, and assist the City in utilizing an online help authoring system (called Datango, see <http://www.datango.com/en/index.php>), used to develop site-specific online help content available to all end-users, and end-user training materials. This system is already purchased and licensed, and selected vendor will not be required to subsidize its licensing or maintenance.

I. System Deployment Plan

The vendor shall be responsible for deployment of the system(s) in the City's environment. The Deployment Plan shall include a description of the vendor's methodology including site preparation, roll-out strategy, legacy system transition, system phasing and other related system deployment requirements.

J. Pre and Post Go-Live Support

The vendor will be responsible for assisting the City in such tasks as planning, preparation, pre go-live issue resolution, conversion, post go-live issue resolution, communications, etc. during the weeks leading up to and weeks / months shortly after go-live. The vendor should describe the resources, approach, and plans that will be used to assist the City during this critical time in the project.

Please note that requested information regarding the vendor's long term Support and Maintenance plans are addressed elsewhere in this RFP. This section should focus specifically on the pre go-live, conversion, and post go-live support offered by the vendor.

SECTION III – RFP GUIDELINES AND SCHEDULE

A. General Requirements

- The City of Nashua requires a “not-to-exceed” price contract for this procurement. The vendor is expected to complete the entire statement of work for the negotiated price.
- Cash discounts must be shown on proposal; otherwise prices will be considered net. Unless prices and all information requested are complete, proposal may be disregarded and given no consideration.
- The City will retain 15% of service costs from each invoice and will release the retention in phases, based on the final project timeline and go-live dates.
- The City will hold the vendor to total contract price. Phase and task cost reconciliation will not be performed.
- In case of default by the vendor, the City of Nashua may procure the articles or services from other sources and may deduct from any monies due, or that may thereafter become due to the vendor, the difference between the price named in the contract or purchase order and the actual cost thereof to the City of Nashua.
- All proposals must be signed with the vendor's name and by a responsible officer or employee. Obligations assumed by such signature must be fulfilled.

B. Submission of Proposals

1. Your completed response must be received no later than 4:00PM Eastern Time,

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June 1, 2011, at the offices of the City of Nashua – Central Purchasing, Lower Level, 229 Main Street, Nashua NH 03060 ***Late bids will not be accepted.*** Each proposal must be sealed and submitted with a proposal number, closing date and time on the outside.

2. Responses to all Appendices sections in this RFP must be completed using the templates provided by the City – which can be downloaded via the City's website at:

<http://www.nashuanh.gov/bids>

Your response must be submitted in an original with 10 numbered and bound paper copies to the City. The original must be sent to the City's address, clearly marked and contain original signatures and must be easily reproducible on a standard copying machine.

3. In addition to the paper copies requested above, please submit an electronic copy to the City of your entire RFP response on CD/DVD utilizing Microsoft Office (e.g. Word, Excel, Project). Please include a copy in Microsoft version 2007 & 2003, and also a copy in Adobe Acrobat PDF.
4. **Confidentiality:** All documentation and correspondence submitted to the City as a result of a proposal and award and contract shall upon receipt become a matter of public record, except portions of submitted documentation for which the Contractor requests exception from disclosure because of the presence of detailed Trade Secrets or proprietary financial information. Any information contained in these documents that a Contractor considers confidential must be clearly designated. Marking of the entire Proposal or entire sections of the Proposal (e.g. pricing, or the requirements worksheets) as confidential will neither be accepted nor honored. Notwithstanding any provision of a Proposal to the contrary, Contractor pricing will be subject to public disclosure upon the Effective Date of all resulting Contract(s).

Generally, each Proposal shall become public information upon the Effective Date of all resulting Contracts; however, to the extent consistent with applicable state and federal law and regulations, as determined by the City and the State of New Hampshire, including but not limited to, RSA Chapter 91-A (Right to Know Law), the City will endeavor to maintain the confidentiality of portions of the Proposal that is clearly and properly marked confidential. If a request is made to the City to view portions of a Proposal that Contractor has properly and clearly marked confidential, the City will notify Contractor of the request and of the date that the City plans to release the records. By submitting a Proposal, Contractors agree that unless the Contractor obtains a court order, at its sole expense, enjoining the release of the requested information, the City may release the requested information on the date specified in the City's notice without any liability to the Contractor or other bidders. This requirement and its conditions shall survive at a minimum for the period of disposition and retention mandated in State of New Hampshire RSA Chapter 33-A 'Disposition of Municipal Records'."

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5. Please provide your completed Pricing Worksheets and other pricing-related documents under separate cover (not in a separate envelope), 1 printed and 1 electronic copy on the above mentioned CD/DVD. The Pricing Worksheets are described in Appendix B.
6. Information must be furnished complete, in compliance with the terms, conditions, provisions and specifications of the Request for Proposals. The information requested and the manners of submission are essential to permit prompt evaluation of all proposals on a fair and uniform basis. The response must follow the RFP Response Outline provided in Section V.
7. Accordingly, the City reserves the right to declare as non-responsive and reject any proposal in which material information requested is not furnished or where indirect or incomplete answers or information are provided.
8. Proposals and modifications or corrections received after the closing time specified will not be considered.
9. Proposals shall be for the total net price including all applicable taxes, shipping, and charges.
10. All forms and questionnaires must be completed using the electronic versions provided with this RFP.
11. No telegraphic, telephone or facsimile of proposals will be accepted. If a photocopy is to be submitted, it must be signed in original, in ink.
12. Please submit/forward all questions and matters relating to this RFP to the contacts listed in section J. "City Contacts".

C. City of Nashua Contract Terms

The successful vendor(s) must comply with the City's terms and conditions as shall be negotiated at the time of contract.

D. Proposal Postponement and Addendum

The City of Nashua reserves the right to revise or amend the specifications or any other part of the proposal up to the time set for opening. Such revisions and amendments, if any, shall be announced by addendum to this solicitation, and all registered bidders will be notified. Any such addendums shall be published by the City on the City's website. Copies of such addendums may be furnished to all prospective vendors upon request. All proposals shall include submission of a printed copy of all published addendums, signed by the vendor's representative to indicate acknowledgement of the addendum. Failure to submit signed copies of the addendums may result in a proposal being declared non-compliant.

If revisions and amendments require changes in quantities or prices proposed, or both, the date set for opening of proposals may be postponed by such number of days as in the opinion of the City shall enable vendors to revise their proposals. In any case, the proposal opening shall be at least five working days after the last addendum; and the addendum shall include an announcement of the new date, if applicable, for the opening of proposals.

E. Proposal Withdrawal

After the proposals are opened, proposals may not be withdrawn for one hundred eighty (180) calendar days. Prior to the date/time set for the proposal opening, however, proposals may be modified or withdrawn by the vendor's authorized representative in person, or by written or telegraphic notice.

F. Vendor's Investigation

Before submitting a proposal, each vendor shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the contract and to verify any representations made by the City upon which the vendor will rely. If the vendor receives an award as a result of its proposal submission, failure to have made such investigations and examinations will in no way relieve the vendor from its obligation to comply in every detail with all provisions and requirements of the contract, nor will a plea of ignorance of such conditions and requirements be accepted as a basis for any claim whatsoever by the vendor for additional compensation.

G. Award

1. The City of Nashua reserves the right to reject any and all proposals, to waive any informality in the proposals, and to accept the proposal that appears to be in the best interest of the City.
2. In determining and evaluating the best proposal, the prices will not necessarily be controlling, but quality, equality, efficiency, utility, general terms, delivery, suitability of the service offered, and the reputation of the service in general use will also be considered with any other relevant factors.
3. Notice of contract award, if contract be awarded and further due diligence by the City not be necessary, will be made to the vendor whose proposal complies with all the requirements in the Request for Proposals and is found to be the best value to the City.
4. Vendor shall submit to the City, for approval, within ten (10) days from notice of contract award, all Certificates of Insurance evidencing the required coverage as described under Insurance in the City of Nashua sample contract in Section VI.
5. The vendor shall not commence work under the terms and conditions of the contract until all Certificates of Insurance have been approved by the City and vendor has received an executed copy of the contract from the City of Nashua.

H. Non-Collusion Affidavit

The vendor declares, by signing and submitting a proposal, that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the vendor has not directly or indirectly induced or solicited any other vendor to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any vendor or anyone else to

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put in a sham proposal, or that anyone shall refrain from bidding; that the vendor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the vendor or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other vendor, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and, further, that the vendor has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

I. Proposal Contents

This proposal consists of the Request for Proposals, Provisions, Specifications, Attachments and other terms and conditions as are attached or incorporated by reference in the schedule of the Request for Proposals.

J. City Contacts

City of Nashua	
On behalf of City of Nashua Purchasing Department:	
Robert Gabriel, Purchasing Manager	229 Main Street Nashua, NH 03060 603-589-3330 (phone) 603-589-3344 (fax) purchasing@nashuanh.gov
On behalf of City of Nashua I.T. Department:	
Linda Duval, Project Coordinator	229 Main Street Nashua, NH 03060 603-589-3302 (phone) 603-589-3344 (fax) duvall@nashuanh.gov

SECTION IV – RFP EVALUATION

A. EVALUATION METHOD

The City of Nashua will evaluate all proposals deemed responsive to this request by a review team selected by the City.

1. Short List Selection:

The City may select 2 or more vendors from the RFP responses to continue with further evaluation. The short list will be selected by evaluating the vendor's response covering criteria outlined within this RFP. Additional discovery may be performed to assist in selecting the short list vendors. The short list vendors will be contacted in writing regarding their status as short-listed vendors. The City reserves the right to withhold notice of the selection of short-listed vendors until a decision is made to award contract, or to forego awarding contract.

2. Demonstration Scenarios and Site Visits

The City of Nashua may further evaluate vendor's solutions by requiring onsite demonstration by vendors of scripted scenarios. The short-listed vendors will be further evaluated on their performance during scripted scenario demonstrations, reference checks, additional discovery and, at the option of the City, organized site visits at vendor's customer sites. Vendors will provide the City of Nashua with a list of five (5) potential customer sites and unless other arrangements are made, the City will select no more than 2 sites to visit.

Please note that specific days and times of on-site demonstrations for short-listed vendors will be determined at a later date, but vendors should be prepared to conduct the on-site demonstrations within five business days of request. It is expected that the proposed Project Manager take part in the entire on-site demonstration sessions.

3. Final Selection

The finalist will be selected by compiling the qualifications, solution demonstrations, site visits, references and price evaluation criteria and selecting the top ranked vendor(s) that the City of Nashua feels would make the best solution provider(s). The City may, at its discretion, select two finalists if it believes that two vendors are so close as to consider the evaluation a draw. In this case, the two vendors will be taken through negotiation. The best-negotiated solution will become the finalist and will be contracted to provide the proposed solution. If agreement cannot be reached with the top ranked vendors, the City will dismiss the vendor and begin negotiation with another vendor finalist.

4. Contract Negotiation

At the conclusion of solution confirmation and best and final offer, the City will enter into contract negotiations with the finalist(s). The final negotiated contract, along with the best and final offer, will be submitted to the Board of Aldermen for approval per Nashua Purchasing ordinances.

B. EVALUATION AND CRITERIA

The intention of the City is to procure a functionally complete and cost effective ERP System. Responses to this RFP will be evaluated and scored according to the following criteria:

STAGE1

- **Conformance with RFP Guidelines and Submittal Requirements** – The vendor must follow all RFP guidelines and submittal requirements, including the completion of required forms and templates.

STAGE 2

- **Quality of Proposal** – The vendor will be evaluated on the quality, clarity, and completeness of proposal.
- **System Functionality** – including how well the system meets the overall needs of the City. The majority of points will be awarded based on the scoring of the Requirements matrices described in Appendix A.
- **Software Maintenance, Updates, and Support** – including the vendor's process and methodologies for software maintenance and updates, as well as the vendor's methodology, experience, and infrastructure for providing technical support.
- **Overall System and Technical Description** – including the maturity of the software solution, the use of current technology that is in line with the City's capabilities, the proposed environment, and the overall architecture (e.g. MS-SQL, Windows and / or browser, .NET, runs in virtual server environment, etc.).
- **Company Background and Experience** – including the vendor's financial and organizational stability, as well as the firm's experience performing work of a similar nature to that solicited in this RFP.
- **Project Understanding** – including how well the vendor demonstrates its understanding of the City's project goals and objectives, and how it perceives its role in carrying out the responsibilities required by this implementation.
- **Project Staffing and Organization** – including the experience level and competence of the proposed consultants and organizational staff in performing similar work for other clients and the comparability of that experience to the business and technical environment of the City.
- **Project Work Plan and Schedule** – including the vendor's demonstrated understanding of the overall scope of work for this project, the proposed project approach and methodology, as well as the thoroughness and

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completeness of the implementation, integration, testing, training, and deployment plans. Please submit total onsite and offsite time dedicated to the project.

- **Cost Proposal** – Pricing is an important aspect of the overall evaluation of the vendor's response. Vendors are instructed to utilize the Pricing Worksheets submitted to bidders by the City as these templates must be used to provide the cost of the solution. Failure to use the provided worksheets may characterize the response as non-responsive and preclude the vendor from further consideration in this procurement. Please provide the level of detail as defined in the pricing worksheets. Clarification may be sought for incomplete responses. If clarifications are not received by the specified due date, they will be considered non-responsive and precluded from evaluation. All items not defined in the scope must be shown separately as optional modules or tasks, and priced separately.

STAGE 3 – (short-listed vendors only)

- **Demonstration** – Short-listed vendors will be invited to Nashua to provide demonstrations of the proposed solution, including any scripted scenarios provided by the City.
- **Client References** – including the quality and timeliness of work performed by the vendor and its proposed consultants for previous clients and the comparability of such work to the requirements of this RFP. The City will conduct reference calls.
- **Site Visits (finalist vendors only)** – The City will conduct site visits of customer sites recommended by the vendor.

VENDOR QUESTIONS

Bidders may request an onsite meeting or webinar/conference call with relevant City staff, prior to submitting a proposal, to clarify any questions or confusion regarding the details of this RFP. These requests should be submitted to the City Contacts listed in this RFP.

Failure to take advantage of this opportunity prior to the bid deadline will not be considered sufficient reason to provide an extension to one or more bidders.

SECTION V – RFP RESPONSE REQUIREMENTS AND FORMAT

Please use the following format to structure your RFP response. Your response should include each section detailed below in the order presented and must be **separated by tabs**. In addition, a minimum font size of 10 should be used and the proposal should be printed double-sided. The detail represents the items that are to be covered in each section of your response. Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration. Please refer to Section II – Scope of Work for additional information.

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background and Experience
3.0	Project Understanding
4.0	Project Staffing and Organization
5.0	Project Work Plan and Schedule
6.0	System and Technical Description
7.0	System Functionality
8.0	Software Maintenance, Updates, and Support
9.0	Cost Proposal
10.0	Client References
11.0	Vendor Profile Questionnaire
12.0	Appendices

A TITLE PAGE

The title page should include, at minimum, the following:

- Name of Project – City of Nashua Electronic Document Management System & Implementation Services
- Submitted by - Company's Name
- Date of Submittal

- Copy x of 10 – “x” indicating the specific copy number for each of the 10 printed copies

B LETTER OF TRANSMITTAL

The transmittal letter will:

- Indicate the intention of the vendor to adhere to the provisions described in the RFP without modification;
- Identify the submitting organization;
- Identify the person, by name and title, authorized to contractually obligate the organization;
- Identify the contact person responsible for this response, specifying name, title, mailing address, phone, fax, and email address;
- Explicitly indicate acceptance and acknowledgement that the proposal submitted, including responses to the Requirements worksheets, will be included as part of any final contract terms;
- Acknowledge the proposal is considered firm for one hundred and eighty (180) days after the due date for receipt of proposals or receipt of the last best and final offer submitted;
- Acknowledge completion of the Pricing Worksheets;
- Provide the original signature of the person authorized to contractually obligate the organization.

C TABLE OF CONTENTS

The table of contents should outline Sections 1.0 thru 11.0, as described previously in this section.

D EXECUTIVE SUMMARY

Section 1 - The vendor will provide an Executive Summary that presents in brief, concise terms a summary level description of the contents of the proposal response. In addition, the vendor must clearly and specifically detail all exceptions to the exact requirements imposed by this RFP.

E COMPANY BACKGROUND AND EXPERIENCE

Section 2 - This section of the proposal should establish the ability of the vendor to satisfactorily perform the required work by reasons of experience in performing work of a similar nature, demonstrated competence in the services to be performed, strength and stability of the firm, staffing capability, and record of meeting expectations on similar projects. The City, at its option, may require a vendor to provide additional support and/or clarify requested information.

In addition to completing Appendix D – Vendor Profile Questionnaire, the vendor should also provide:

- A brief profile of the company
 - ✓ Business location information, including location of the vendor’s main offices, location of closest branch office (if applicable), locations from

- which vendor will be providing any offsite services to the City including billing, planning, administration, project management, development and technical support, and all subcontracted services
- ✓ A brief description of the organization structure and primary products and services provided
- ✓ Other major products or services offered
- ✓ Company's strategic direction in software design and support.
- ✓ Company's dedication and commitment to serve public sector clients.
- A general description of the company's financial condition
 - ✓ Provide relevant financial statements
 - ✓ Provide information regarding any pending litigation, contract defaults, planned office closures, impending mergers, bankruptcies, or other conditions related to the financial health of the company
- Company's experience in performing work of a similar nature to that solicited in this RFP
 - ✓ Highlight participation in such work by the key personnel proposed for assignment to this project.

F PROJECT UNDERSTANDING

Section 3 - This part of the Proposal shall contain a description of how the vendor intends to organize its approach to the project. The vendor should discuss how its software solution meets the City's requirements for an integrated system.

G PROJECT STAFFING AND ORGANIZATION

Section 4 - This section shall identify key personnel who will be assigned to the project. An organization chart for the project shall be provided. The chart shall indicate how the vendor intends to structure the project effort, and identify the Project Director/Engagement Manager, Project Manager, Technical Team Members, Trainers and all other key personnel.

Please note that the City reserves the right to interview the bidders proposed project management and implementation staff prior to assignment, and/or reject the proposed individual for reasons of qualifications or compatibility with City staff and objectives. In the event of a rejection, the vendor would be required to propose an alternate that substantially meets or exceeds the same experience, training/certification, and skill levels.

H PROJECT WORK PLAN AND SCHEDULE

Section 5 - In this part, the vendor is requested to provide details of its methodology and implementation strategy along with a schedule for the performance of the tasks identified in Section II, Scope of Work, of this RFP. The Work Plan shall provide a narrative description of the plan for implementing the work tasks used by the vendor on similar projects that are applicable to the services described in this RFP. The Vendor shall identify the type and quantity of dedicated City resources assumed/required by the Vendor in creating the Work Plan and Schedule, and in

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creating all cost estimates, including its independent on-site project management team. ***The vendor's project staff will work under the primary logistical direction of the City's Project Manager. In addition, the City's Project Management Team will provide independent project oversight, verification and validation services for the implementation.***

The Work Plan and Schedule shall address the following (Note: Please reference Section II, Scope of Work, for additional details on the following components):

1. Detailed Implementation schedule, assuming for review purposes a project start date of the date of proposal submission
2. Project Management Services (clearly identifying which services are the primary responsibility of the vendor, and which merely support or augment the project management responsibilities expected of the City's resources)
3. Planning
4. Implementation
5. System Integration Plan
6. Data / System Interface Plan
7. Test Plan
8. Training Plan
9. Documentation
10. System Deployment
11. Pre and Post Go-Live Support

The Work Plan and Schedule should be of sufficient detail to provide the City the necessary task, resource, and sequence information to allow for logistics and staff allocation planning. **The vendor's Work Plan must state any facilities, data, and other requirements that the City will be expected to provide.**

The Work Plan must address whether the vendor is planning on partnering with other system integrators or point solutions vendors. If so, the partnering arrangement, roles and responsibilities and primary point of contact must be clearly defined.

The City understands that each vendor will have their own implementation methodology derived from their industry experience and software requirements. It is the desire of the City to have consistency of detail within the Work Plan and Schedule across respondents to allow for an objective determination by staff as to the quality and feasibility of each respondent's Work Plan and Schedule.

The Work Plan should be created in Microsoft Word and the Schedule must be created in Gantt chart format using Microsoft Project. At a minimum, this chart must show phases, tasks, sub-tasks, and staff utilization (including City and Consultant Project Management resources). The City may request task expansion or contraction, additional task details, and/or scheduling modifications within the Work Plan or Schedule prior to award of the contract. The City may require vendor to perform Project Management activities on a web-based Project Management tool or portal to enhance review and collaboration.

The Work Plan must include the proposed responsibilities of both the vendor's Project Manager and the City's project management resources. The Work Plan must

describe the vendor's program control methods for demonstrating vendor's performance, adherence to and control of the project schedule and budget.

The Work Plan must describe the vendor's commitment of resources for Technical and Functional-area Team Members. This Team consists of the experts in the various modules of the proposed software for the City. The Work Plan and Schedule must display the amount and timing of the proposed effort within the project milestones.

The Project Work Plan and Schedule must include the time and resource commitment for testing and accepting the system components and configuration within the City's simulated production environment. ***The vendor must include the testing and acceptance strategies in the proposed Work Plan.***

The Work Plan must include the vendor's recommended Training Plan for end users of the selected software and for IT staff responsible for ongoing system maintenance and support. The plan must include detailed listings of training programs for technical staff, configuration staff/core users, senior management and information/end users. Additionally, the Work Plan must state the method of training (instructor-led hands-on classroom training, train-the-trainer, offsite public classroom training, web-based training, etc.), the number of training hours to be provided, and the size of the recommended number of participants in each training program and the infrastructure and systems required. The Work Plan Schedule must show the type of training provided and the hours of commitment for each implementation phase.

The Work Plan and Schedule must include the vendor's recommended Deployment Plan for converting from the testing environment to the "live mode" of operation. This effort must describe the final steps of the process and the amount of resources required to successfully complete this task. The procedure must include vendor's site preparation, roll-out, migration, turnover to production and organizational transition strategies. It must also include contingency plans for falling back to the old system should there be an unexpected problem with the new system.

The Work Plan must include a description of the vendor's post-implementation technical support programs. This must include the types of programs available, the hours and days of operation and information on response time for urgent and non-urgent assistance requests. *Full details of the Service Level Agreements offered should be provided, including financial and non-remunerative penalties for non-compliance.*

I SYSTEM AND TECHNICAL DESCRIPTION

Section 6 - Vendors should address the following:

Overview of System Description

- Identify the supplied software modules, system architecture and development tools.
- ***Identify all software and utility tools that would be required for the proposed solution.***
- Identify the recommended hardware for all environments, including test, training, production, and disaster recovery.

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- Describe recommended redundancy and fault tolerance guidelines.
- Identify any additional recommended operating environments: production, test, training, disaster recovery, etc.
- Describe the application security environment.
- Describe your definition of system configuration versus customization.
- List the hardware and software products and platforms your solution runs on and describe any functional differences that depend on any of those supported hardware and software choices.
- Describe your software security model and any dependencies this has on the supported hardware/software and functionality selected.
- Describe how software platform choices may impact compliance issues, such as HIPPA or ADA.
- Describe the User Interface.
- Describe your future direction and plans for the software.
- Describe how program exits or other external process logic is applied to the system.
- Describe all pre-existing interface points.
- Describe your approach to writing and managing interfaces.
- Identify existing functional deficiencies based on the scope and requirements.
- Describe the required skills needed to technically support and maintain the system.
- Describe your upgrade policies, frequencies and costs.
- Describe software licensing (server, user, processor based, etc.)
- Describe warranty and support.

Detailed Technical Description

This section should contain all pertinent information about the proposed hardware and operating system, utilities, and tools used in the development of the software, the database management system, the user interface, and the architecture of the system. At a minimum, the vendor shall discuss the following:

- Scalability – analyze current and projected future system volumes
- Security – comply with City mandated security protocols and standards that apply
- Describe your data storage and archiving capabilities
- Required system capacity and performance - recommend the hardware solution to handle the transaction and user load based on the information provided in this RFP and accompanying Requirements worksheets
- Application architecture
- Presentation architecture – technology such as browser-based, thin-client, smart-client; client-server; etc.
- Application configuration and support components – (application development tool kit, load testing, automated scheduling, utilities to monitor resource utilization, web development tool kit, report generation scripts, audit and system logging, migration/change control tools, etc.)
- Server architecture – include a full description of the recommended and supported hardware solutions for all environments such as test, training, disaster recovery, production, etc. In addition to providing the “Recommended System Requirements”, please also provide the “Minimum

System Requirements” for each environment needed by the City to achieve the requirements detailed in this RFP

- Network architecture – include the preferred network topology, hardware and software required to achieve this architecture
- Configuration tool kit – include Database Configuration Tools, Business Process Management Tools, User Interface Management Tools, etc.
- Any applicable system diagrams to more clearly explain requirements and options.
- End user experience – include expected response time benchmark test results based on recommended configuration.

J SYSTEM FUNCTIONALITY

Section 7 - Vendors are required to complete the Requirements worksheets and include them with their submittal in the following formats:

- In hard copy as an Appendix to the proposal.
- In electronic format (Microsoft Excel).

INSTRUCTIONS	RATING LEGEND
Complete the worksheet by placing an X in the appropriate column for each criterion. The X 's should represent the current state of a particular product or service.	SUP Supported as delivered "out-of-the-box"
	MOD Supported via modifications (screen configurations, reports, GUI tailoring, etc)
	3RD Supported via a third party solution
	CST Supported via customization (changes to source code)
	FUT Will be supported in a future release (within 18 months of response date)
	NS Not supported

K SOFTWARE MAINTENANCE, UPDATE AND SUPPORT

Section 8 - At a minimum, the proposal must include information and pricing associated with all aspects of ongoing support and maintenance activities. This proposed support must include: software maintenance, product help desk operating hours, product fixes, product enhancements and regular product releases based on a defined on-going maintenance fee. The vendor should discuss its upgrade policies and upgrade history of the proposed solution. The vendor must have the ability to connect to the customer's system remotely to diagnose and correct problems real-time. The vendor should describe the process for the City of Nashua to request future product enhancements. The vendor must propose the on-going costs for product maintenance and upgrades for a 5 year period in the pricing response.

The vendor is also requested to provide details of its software maintenance and update methodology, including how software updates are distributed and recommended approaches for the City to test and install software updates prior to rolling them into production. The vendor should provide information regarding the types of vendor and City skill sets required to implement incremental and major updates to the City's production environment as well as how the vendor recommends ensuring that custom configuration and custom code is addressed

during the upgrade to ensure that no City-specific changes are lost. The vendor should also describe the Quality Assurance measures in place to ensure code is thoroughly tested prior to releasing it to the City.

Additionally, the vendor should discuss how much influence customers have in product direction, including technology used, enhancements, and new features, including the process used to provide input, feedback, and software roadmap reviews.

Vendors should also provide details on their Technical Support and Help Desk infrastructure, staffing levels, organizational structure, and abilities, including hours of operation, issue management and tracking tools, service level agreements, and a general description on how the City would interact with Technical Support and Help Desk staff.

L COST PROPOSAL

Section 9 - Pricing is an important aspect of the overall evaluation of the vendor's response. Included in Appendix B of this RFP are pricing templates that must be used to provide the cost of the solution. Failure to use the provided pricing templates may characterize the response as non-responsive and preclude the vendor from further consideration in this procurement. Please price the solution as accurately as possible as it may become the basis for the solution price. Please provide the level of detail as defined in the pricing templates. Clarification may be sought for incomplete responses.

The vendor shall submit a “not-to-exceed” amount in the “Service Cost Worksheet” to perform implementation, integration, roll-out, and other work identified in this RFP.

The City also requires each vendor to use the “Hourly Rate Price Sheet” template to provide a rate schedule for each type of resource being proposed that will be used to price any out-of-scope work that arises during implementation of the proposed solution. These rates will remain in effect for the duration of the implementation effort.

In addition to using these templates to provide the specific information requested, the vendor is expected to use their own document format to discuss any additional information or supporting schedules that would clarify any ambiguities and assist the City in obtaining a better understanding of the vendor's cost philosophy. Please note that the templates must be completed – only additional clarifications to pricing should be discussed outside of the templates.

M CLIENT REFERENCES

Section 10 - Vendors should provide at least five (5) client references, at least two (2) of which are preferred to be from New England public sector clients where an ERP System was implemented, that most closely reflect similar projects to the scope of work for the City of Nashua, as described in this RFP. These references should be sites at which the software has been *fully implemented* within the past 3 years. The City prefers references for previous implementation of the same base version that will be proposed for the City (i.e. if the vendor is proposing version 8.5,

references for versions 8.0 thru 8.5 would be preferred). Please use the Client Reference form provided.

For each reference listed, vendor must disclose if it has offered or provided any benefits, products, discounts or other in-kind services/products to the reference in exchange for fulfilling the role of providing a customer reference.

N VENDOR PROFILE

Section 11 - Under this section, vendors shall complete the Vendor Profile Questionnaire referred to in Exhibit D of this RFP. If multiple firms or sub-contractors are being proposed, please complete a Vendor Profile Questionnaire for each firm / sub-contractor company as well.

O APPENDICES

Section 12 - Under this section, vendors shall provide all legal documents and compliance reports, including but not limited to the following:

- Software Licensing Agreement
- Standard Support/Maintenance Agreement (including the escalation policy)
- Professional Services Agreements

Additionally, vendors shall carefully examine the RFP for required documentation not specifically covered in subsections above, and shall place such documentation in an appendix. Information considered by the vendor to be pertinent to this project, but not specifically requested in this RFP, may also be placed in an appendix. The vendor is reminded that this is not an invitation to submit voluminous amounts of extraneous material. Examples of documents to be included in this section include:

- Sample from Training Manual
- Sample of Actual Implementation Plan (used at previous client sites)

SECTION VI – CITY OF NASHUA STANDARD INSURANCE CONTRACT TERMS

The successful Contractor shall procure and shall maintain for the duration of the contract all required insurance, in the amounts and coverage detailed in this Article, acceptable to the City, at the Contractor's sole expense, with reputable and financially responsible insurance carrier(s) licensed to do business in the State of New Hampshire, insuring against any and all public liability, including injuries or death to persons and damage to property, arising out of or related to the goods or Contractor's performance hereunder and shall furnish to the City certificates of such insurance and renewals thereof signed by the issuing company or agent. Such certificates shall name the City of Nashua as an additional insured.

The City of Nashua requires thirty (30) days written notice of cancellation or material change in coverage. Contractor is responsible for filing updated Certificate(s) of Insurance with the City of Nashua during the life of the Contract. If the Contractor fails to maintain any of these insurance coverages, then City will have the option to declare Contractor in breach, or may purchase replacement insurance or pay the premiums that are due on existing policies in order to maintain the required coverages. Contractor is responsible for any payments made by City to obtain or maintain insurance and City may collect these payments from Contractor or deduct the amount paid from any sums due the Contractor under the Agreement.

The Contractor shall provide a Certificate of Insurance with evidence of the following coverage to the City of Nashua ten (10) days prior to commencing work under the contract document.

1. Comprehensive General Liability - \$1,000,000 per occurrence/ \$2,000,000 Aggregate – City of Nashua must be named as an additional insured.
2. Motor Vehicle Liability - \$1,000,000 combined single limit. City of Nashua must be named as an additional insured. Coverage must include all owned, non-owned and hired vehicles
3. Workers' Compensation as required by Statute/Employer's Liability of \$100,000/\$500,000/\$100,000.
4. Professional Errors & Omissions - \$1,000,000
5. Any Subcontractor used is the agent of the Contractor and not the City of Nashua. Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

Contractor shall indemnify and hold harmless the City of Nashua, NH and its agents and employees from and against all claims, damages, losses and expenses – including attorney's fees, arising out of the contractor's/ subcontractor's performance under the contract.

The City's examination of, or failure to request or demand, any evidence of insurance hereunder, shall not constitute a waiver of any requirement and the existence of any insurance shall not limit the Contractor's obligation under any provision hereof. Except to the extent of comparable insurance acceptable to, or express waiver by the City, the Contractor shall, or shall cause any carrier engaged by the Vendor, to insure all shipments of goods for full value.

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All employees and subcontractors at every tier under the Contractor will conform with the requirements of RSA 281 Title XXIII, Section 281-A:2 with close attention to sections VI(a), VI(c) and VII(a) as well as Section 281-A:4.

The Contractor shall warrant that it has good title to, or the right to allow the City to use, all Services, Deliverables, and Software provided under the Contract, and that all such Services, Deliverables, and Software do not violate or infringe any patent, trademark, copyright, trade name or any other intellectual property rights or misappropriate any trade secret of any third party. In the event any Services, Deliverables, and Software provided under the Contract shall violate or infringe the rights of any party, the Contractor shall indemnify and hold harmless the City from any and all loss, cost expenses and legal fees on account of any claims, legal actions, or judgments regarding manufacture, sale, or use of such article by the Contractor or the City under this Contract. This warranty of non-infringement shall be an on-going and perpetual obligation, which shall survive termination of the Contract.

APPENDIX A – REQUIREMENTS WORKSHEETS

The “Appendix A – Requirements Worksheets” Excel workbook contains the requirements worksheets that are to be completed by the vendor and submitted in electronic (Microsoft Excel) as well as hard copy format.

The Requirements Worksheets file can be downloaded via the City’s website at:

<http://www.nashuanh.gov/bids>

APPENDIX B – PRICING WORKSHEETS

The pricing worksheets are provided in Microsoft Excel and should be downloaded from the City's website. Each vendor is required to complete each of the supplied pricing worksheets to price their solution. Incomplete responses may be withdrawn from further consideration. If additional space is needed to provide clarifications for any of the costs conveyed in the pricing worksheets, please include those additional details as part of your overall response to this Appendix B section.

For those vendors who plan to partner with a system integrator or point solution vendor, please download additional relevant copies of the Pricing Worksheet and indicate clearly on the worksheet those costs that are associated with the partner.

▪ **Software Pricing Worksheet**

The vendor shall use the worksheets provided for all software and maintenance related costs. Price should reflect the City's desire to maintain production, test, training and disaster recovery environments.

Additionally, the vendor should use their own format to include a brief description of the software pricing methodology (license cost per seat, per named user, per module, per server, per site/organization, etc.).

The vendor shall also include a brief description of the strategy for maintenance agreement pricing after the initial term of the maintenance agreement has ended or after additional software has been licensed.

The specific tabs addressing software costs are provided in the following tabs within the Software Pricing Worksheets:

- Software
- 3rd Party Software

▪ **Service Cost Worksheet**

The vendor shall include all costs associated with the implementation of the software solution in the worksheet provided, including installation and configuration of the associated hardware.

Service Costs cover all of the types of labor for each functional area that will be directly charged to the contract. The hourly rate associated with Service Costs shall represent the vendor's fully loaded rate, including overhead and profit.

Travel shall be itemized to include the number of trips, the number of people traveling, the estimated cost of the transportation (including mode), the meal and lodging cost of each traveler, etc. Actual travel expenses shall not exceed reasonable amounts as determined by the City based on the contract.

▪ **Hourly Rates of Proposed Staff**

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The vendor shall provide the hourly rates of proposed staff in the Hourly Rates Price Sheet, including staff from subcontractors, if any, that will participate during the implementation.

▪ **Proposed Payment Schedule**

The vendor shall use the Payment Schedule Worksheet to provide a payment schedule based on defined deliverables. No payment shall be made in advance of work performed. No less than the remaining fifteen percent (15%) of the total purchase price shall be due upon final acceptance of the proposed system by the City.

APPENDIX C – CLIENT REFERENCES

Use the “Appendix C - Client References” template to list five (5) references, at least two (2) of which must be from New England public sector clients where the ERP System was implemented, that most closely reflect similar projects to the scope of work for the City of Nashua, as described in this RFP. These references should be sites at which the software has been *fully implemented* within the past 3 years.

For each reference listed, vendor must disclose if it has offered or provided any benefits, products, discounts or other in-kind services/products to the reference in exchange for fulfilling the role of providing a customer reference.

The Client Reference template can be downloaded via the City’s website at:

<http://www.nashuanh.gov/bids>

APPENDIX D – VENDOR PROFILE QUESTIONNAIRE

Each vendor shall complete the “Appendix D - Vendor Profile Questionnaire” template. If multiple firms or sub-contractors are being proposed, please complete a questionnaire for each firm / sub-contractor company as well.

The Vendor Profile Questionnaire can be downloaded via the City’s website at:

<http://www.nashuanh.gov/bids>

APPENDIX E – RFP CHECKLIST

The following is a list of activities and information required for formulation and submission of Vendor Proposals. An incomplete Proposal may be grounds for ruling that a Proposal is non-responsive. This checklist is intended to aid in the preparation of Proposals, is not required as part of the Proposal submission, but may be included with the transmittal letter.

- ☐ The Proposal is submitted per Section III. B. *Submission of Proposals*, on time, with the proper number of printed copies (original with 10 numbered and bound copies to the City of Nashua) and a complete electronic copy to the City of Nashua of the entire RFP response on CD/DVD in both the Microsoft Office Word 2007/2003 and Adobe Acrobat PDF file format. All proposals are properly labeled, signed, sealed, packaged, and delivered to the proper locations:
 - City of Nashua – Central Purchasing
Lower Level
229 Main Street
Nashua, NH
03060
- ☐ The Proposal conforms to Section V. *RFP Response Requirements and Format*.
- ☐ Transmittal Letter is enclosed and conforms to the requirements listed in section *Letter of Transmittal*.
- ☐ Section V. G. *Project Staffing and Organization*, resume(s) for proposed Project Manager(s) is completed and included as required.
- ☐ Appendix A *Requirements Worksheets*
- ☐ Appendix B *Pricing Worksheets*
- ☐ Appendix C *Client References*
- ☐ Appendix D *Vendor Profile Questionnaire*
- ☐ Appendix E *RFP Checklist*
- ☐ Vendor's Standard Software Licensing Agreement
- ☐ Vendor's Standard Support/Maintenance Agreement
- ☐ Vendor's Professional Services Agreement
- ☐ Proposed Benchmarks for the Proposed Hardware Environment
- ☐ Optional but recommended, Sample Training Manual
- ☐ Optional but recommended, Sample Standard Reports
- ☐ Optional but recommended, Sample of Actual Implementation Plan used on a previous project
- ☐ Signed, printed copies of all addendums

I certified the above documents have been included in our proposal.

(company name)

(authorized company signer)

(date)